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# Please select your language

English



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## COMPLIANCE SURVEY OF THE SUPPLY CHAIN INITIATIVE - 2018

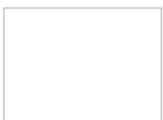
**The web-based methodology guarantees the confidentiality of your company's answers. Only Dedicated, the research agency appointed to conduct this survey, has access to contributions from individual companies.**

**Data will be made anonymous and aggregated at European level. The findings will be included in the next Annual Report of the Supply Chain Initiative.**

**Completion of the survey is compulsory for all registered companies, except for micro and small enterprises which are invited and encouraged to take part. We kindly ask you to complete this questionnaire by 19 October 2018.**

**The phrase "The Principles of Good Practice" refers to The Principles of good practice in vertical relations in the food supply chain adopted on 29 November 2011.**

**<http://supplychaininitiative.eu/about-initiative/principles-good-practice-vertical-relationships-food-supply-chain>**





## Company demographics

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**1. For which country are you answering this survey? [Please tick a box, one answer possible ]**

Austria	Germany	Netherlands
Belgium	Greece	Poland
Bulgaria	Hungary	Portugal
Croatia	Ireland	Romania
Cyprus	Italy	Slovakia
Czech Republic	Latvia	Slovenia
Denmark	Lithuania	Spain
Estonia	Luxembourg	Sweden
Finland	Malta	United Kingdom
France		




## Respect of the process commitments

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**A. Training of your relevant staff members to ensure compliance with the Principles of Good Practice**

**2. Since your registration, did you train your relevant staff members to ensure compliance with the Principles of Good Practice, as required by the Framework? [Please tick a box, one answer possible]**

Yes

Partially

No

**2.b How many of your staff members have been trained? [Please insert a figure]**

**Staff members**

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### Communication of your registration to your business partners

**3. Has your company communicated to its business partners since its registration to the Supply Chain Initiative (SCI)? [Please tick a box, one answer possible]**

Yes, at national level

Yes, at group level

Yes, at national and group level

No

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### Facing an alleged breach of a Principle

**We measure the effectiveness of the dispute resolution options offered by the Supply Chain Initiative.**

**A/ Facing an alleged breach of a Principle**

**4. Has your company faced an alleged breach of a Principle of Good Practice since 20 November 2017 ? [Please tick a box, one answer possible]**

**We measure the effectiveness of the dispute resolution options offered by the Supply Chain Initiative.**

**A/ Facing an alleged breach of a Principle**

**4. Has your company faced an alleged breach of a Principle of Good Practice since your registration ? [Please tick a box, one answer possible]**

Yes

No

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## Facing an alleged breach of a Principle

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**4.a Has your company solved the problem informally/without a formal complaint since 20 November 2017 ? [Please tick a box, one answer possible]**

**4.a Has your company solved the problem informally/without a formal complaint since your registration? [Please tick a box, one answer possible]**

Yes

No

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## Facing an alleged breach of a Principle

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**5.a Has your company lodged complaints towards trading partners for alleged breaches of Principles of Good Practice since 20 November 2017 ? [Please tick a box, one answer possible]**

**5.a Has your company lodged complaints towards trading partners for alleged breaches of Principles of Good Practice since your registration? [Please tick a box, one answer possible]**

Yes

No

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### Facing an alleged breach of a Principle

**5.b How many complaints were individual disputes and how many were aggregated disputes via the SCI? [Please provide the number of individual and aggregated disputes in each of the boxes below]**

**[A bilateral dispute is a dispute arising between two companies regarding an alleged breach of the Principles of Good Practice. An aggregated dispute is a dispute regarding an alleged serious breach of a Principle introduced by several companies similarly affected.]**

**Individual dispute/s**

**Aggregated dispute/s via the SCI**

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### Facing an alleged breach of a Principle

**5.c Have you used the national platform? [Please tick a box, one answer possible]**

**[A national platform is a multi-stakeholder structure for dialogue at national level. It may promote the SCI, discuss fair and unfair practices, raise awareness about possible existing national mediation or arbitration schemes, analyse aggregated disputes etc.]**

Yes

No

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## Facing an alleged breach of a Principle

**5.d When lodging complaints since your registration, which among the following Principles of Good Practice have been allegedly breached? [Please tick boxes, several answers possible]**

**CONSUMERS:** Contracting parties should always take into account consumer interests and the overall sustainability of the supply chain in their B2B relations. Contracting parties should ensure maximum efficiency and optimisation of resources in the distribution of goods throughout the supply chain.

**FREEDOM OF CONTRACT:** Contracting parties are independent economic entities, respecting each other's rights to set their own strategy and management policy, including the freedom to determine independently whether to engage or not in any agreement.

**FAIR DEALING:** Contracting parties should deal with each other responsibly, in good faith and with professional diligence.

**WRITTEN AGREEMENTS:** Agreements should be in writing, unless impracticable or where oral agreements are mutually acceptable and convenient. They should be clear and transparent, and cover as many relevant and foreseeable elements as possible, including rights and procedures of termination.

**PREDICTABILITY:** Unilateral change to contract terms shall not take place unless this possibility and its circumstances and conditions have been agreed in advance. The agreements should outline the process for each party to discuss with the other any changes necessary for the implementation of the agreement or due to unforeseeable circumstances, as provided in the agreement.

**COMPLIANCE:** Agreements must be complied with.

**INFORMATION:** Where information is exchanged, this shall be done in strict compliance with competition and other applicable laws, and the parties should take reasonable care to ensure that the information supplied is correct and not misleading.

**CONFIDENTIALITY:** Confidentiality of information must be respected unless the information is already public or has been independently obtained by the receiving party lawfully and in good faith. Confidential information shall be used by the recipient party only for the purpose for which it was communicated.

**RESPONSIBILITY FOR RISK:** All contracting parties in the supply chain should bear their own appropriate entrepreneurial risks.

**JUSTIFIABLE REQUEST:** A contracting party shall not apply threats in order to obtain an unjustified advantage or to transfer an unjustified cost.

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**Facing an alleged breach of a Principle**

**5.e Did you lodge a complaint / complaints towards a company / companies based in an EU country / EU countries different from yours? [Please tick a box, one answer possible]**

Yes

No

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**Facing an alleged breach of a Principle**

**5.f In which country/ies was/were the company based? [Please tick boxes, several answers possible]**

- |                |            |                |
|----------------|------------|----------------|
| Austria        | Germany    | Netherlands    |
| Belgium        | Greece     | Poland         |
| Bulgaria       | Hungary    | Portugal       |
| Croatia        | Ireland    | Romania        |
| Cyprus         | Italy      | Slovakia       |
| Czech Republic | Latvia     | Slovenia       |
| Denmark        | Lithuania  | Spain          |
| Estonia        | Luxembourg | Sweden         |
| Finland        | Malta      | United Kingdom |
| France         |            |                |

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## Facing an alleged breach of a Principle

**5.g Has your company been exposed to commercial retaliation since 20 November 2017 / your registration by a trade partner registered in the Supply Chain Initiative after you activated one of the available dispute resolution options? [Please tick a box, one answer possible]**

Yes

No

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## Facing an alleged breach of a Principle

**5.h What is the status of the complaints you have lodged since 20 November 2017 ? [Please insert a figure in each box]**

**5.h What is the status of the complaints you have lodged since your registration? [Please insert a figure in each box]**

Complaint has/ Complaints have been solved

Complaint has/ Complaints have not been solved yet and are still pending

Complaint has/ Complaints have not been solved (no dispute resolution could be reached)

## Facing an alleged breach of a Principle

**5.i Among the total number of complaints lodged since 20 November 2017, what is the latest mechanism that led to the dispute resolution? [Please provide the number of disputes resolved for each possible dispute mechanism that led to the resolution of the dispute]**

**[Example: To solve a complaint, you have resorted to the commercial track, then the internal dispute resolution officer and then mediation. The complaint was eventually solved by mediation. Mediation has to be counted as the option that led to the resolution of the dispute.]**

	<b>Number of complaints your company raised which were solved <u>since 20 November 2017</u></b>	<b>Number of complaints your company raised which were solved <u>within 4 months</u></b>
Commercial track (taking the issue to a higher level of the trade partner commercial's hierarchy)	<input type="text"/> <b>complaints</b>	<input type="text"/> <b>complaints</b>
Internal dispute resolution office of the trade partner	<input type="text"/> <b>complaints</b>	<input type="text"/> <b>complaints</b>
Mediation	<input type="text"/> <b>complaints</b>	<input type="text"/> <b>complaints</b>
Arbitration	<input type="text"/> <b>complaints</b>	<input type="text"/> <b>complaints</b>
Jurisdictional methods according to national rules and regulations	<input type="text"/> <b>complaints</b>	<input type="text"/> <b>complaints</b>




## Facing an alleged breach of a Principle

**5.i Among the total number of complaints lodged since your registration, what is the latest mechanism that led to the dispute resolution? [Please provide the number of disputes resolved for each possible dispute mechanism that led to the resolution of the dispute]**

**[Example: To solve a complaint, you have resorted to the commercial track, then the internal**

dispute resolution officer and then mediation. The complaint was eventually solved by mediation. Mediation has to be counted as the option that led to the resolution of the dispute.]

	Number of complaints your company raised which were solved <u>since your registration</u>	Number of complaints your company raised which were solved <u>within 4 months</u>
Commercial track (taking the issue to a higher level of the trade partner commercial's hierarchy)	<input type="text"/> complaints	<input type="text"/> complaints
Internal dispute resolution office of the trade partner	<input type="text"/> complaints	<input type="text"/> complaints
Mediation	<input type="text"/> complaints	<input type="text"/> complaints
Arbitration	<input type="text"/> complaints	<input type="text"/> complaints
Jurisdictional methods according to national rules and regulations	<input type="text"/> complaints	<input type="text"/> complaints

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## Receiving complaints

**6.a Has your company received complaints from trading partners alleging a breach of the Principles of Good Practice since 20 November 2017 ?**

**6.a Has your company received complaints from trading partners alleging a breach of the Principles of Good Practice since your registration?**

- Yes
- No

**6.b How many complaints have you received? [Please insert a figure]**

complaints

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Receiving complaints

6.c How many complaints were lodged by companies that are not registered to the SCI?  
[Please provide the number of complaints]

complaints

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Receiving complaints

6.d Did you receive a complaint/complaints from a company/companies based in an EU country/EU countries different from yours? [Please tick a box, one answer possible]

Yes

No

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Receiving complaints

**6.e In which country/ies was the company/were the companies based? [Please tick boxes, several answers possible]**

- |   |                                     |   |
|---|-------------------------------------|---|
| <input type="checkbox"/> Austria        | <input type="checkbox"/> Germany    | <input type="checkbox"/> Netherlands    |
| <input type="checkbox"/> Belgium        | <input type="checkbox"/> Greece     | <input type="checkbox"/> Poland         |
| <input type="checkbox"/> Bulgaria       | <input type="checkbox"/> Hungary    | <input type="checkbox"/> Portugal       |
| <input type="checkbox"/> Croatia        | <input type="checkbox"/> Ireland    | <input type="checkbox"/> Romania        |
| <input type="checkbox"/> Cyprus         | <input type="checkbox"/> Italy      | <input type="checkbox"/> Slovakia       |
| <input type="checkbox"/> Czech Republic | <input type="checkbox"/> Latvia     | <input type="checkbox"/> Slovenia       |
| <input type="checkbox"/> Denmark        | <input type="checkbox"/> Lithuania  | <input type="checkbox"/> Spain          |
| <input type="checkbox"/> Estonia        | <input type="checkbox"/> Luxembourg | <input type="checkbox"/> Sweden         |
| <input type="checkbox"/> Finland        | <input type="checkbox"/> Malta      | <input type="checkbox"/> United Kingdom |
| <input type="checkbox"/> France         |                                     |   |

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## Receiving complaints

**6.f When receiving complaints since 20 November 2017, which among the following Principles of Good Practice have been allegedly breached? [Please tick boxes, several answers possible]**

**6.f When receiving complaints since your registration, which among the following Principles of Good Practice have been allegedly breached? [Please tick boxes, several answers possible]**

**CONSUMERS:** Contracting parties should always take into account consumer interests and the overall sustainability of the supply chain in their B2B relations. Contracting parties should ensure maximum efficiency and optimisation of resources in the distribution of goods throughout the supply chain.

**FREEDOM OF CONTRACT:** Contracting parties are independent economic entities, respecting each other's rights to set their own strategy and management policy, including the freedom to determine independently whether to engage or not in any agreement.

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**JUSTIFIABLE REQUEST:** A contracting party shall not apply threats in order to obtain an unjustified advantage or to transfer an unjustified cost.

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## Receiving complaints

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**6.g What is the status of the complaints you have received since 20 November 2017 ?**  
[Please provide a figure in each box below]

**6.g What is the status of the complaints you have received since your registration? [Please provide a figure in each box below]**

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**Complaint has/ Complaints have been solved**

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**Complaint has/ Complaints have not been solved yet and are still pending**

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**Complaint has/ Complaints have not been solved (no dispute resolution could be reached)**

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## Receiving complaints

**6.h Among the total number of complaints solved since 20 November 2017, what is the latest mechanism that led to the dispute resolution? [Please provide the number of disputes solved for each possible dispute mechanism used]**

**[Example: To solve a complaint, you have resorted to the commercial track, then the internal dispute resolution officer and then mediation. The complaint was eventually solved by mediation. Mediation has to be counted as the option that led to the dispute resolution.]**

**6.h Among the total number of complaints solved since your registration, what is the latest mechanism that led to the dispute resolution? [Please provide the number of disputes solved for each possible dispute mechanism used]**

**[Example: To solve a complaint, you have resorted to the commercial track, then the internal dispute resolution officer and then mediation. The complaint was eventually solved by mediation. Mediation has to be counted as the option that led to the dispute resolution.]**

	<b>Number of complaints your company received which were resolved <u>since 20 November 2017</u></b>	<b>Number of complaints your company received which were resolved <u>within 4 months</u></b>
Commercial track (taking the issue to a higher level of the trade partner commercial's hierarchy)	<input type="text"/> <b>complaints</b>	<input type="text"/> <b>complaints</b>
Internal dispute resolution office of the trade partner	<input type="text"/> <b>complaints</b>	<input type="text"/> <b>complaints</b>
Mediation	<input type="text"/> <b>complaints</b>	<input type="text"/> <b>complaints</b>
Arbitration	<input type="text"/> <b>complaints</b>	<input type="text"/> <b>complaints</b>
Jurisdictional methods according to national rules and regulations	<input type="text"/> <b>complaints</b>	<input type="text"/> <b>complaints</b>



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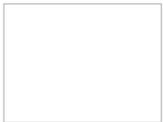


## Satisfaction and impact on business

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**7.a Using a scale of 1 to 10, where 1 is low and 10 very high, please indicate your company's overall satisfaction with the SCI? [Please insert a figure]**

/10



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## Satisfaction and impact on business

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**7.b Has the SCI helped you to... [Please tick boxes, several answers possible, no answer possible]**

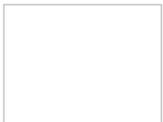
improve daily communication with your trading partners

deal with disputes

improve your internal company processes

other

don't know



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## Satisfaction and impact on business

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**7.c What issues with the SCI have you experienced? [Please tick boxes, several answers possible, no answer possible] Your answer would help us improve the SCI.**

- my business partners are not registered so I cannot use the SCI system
- the SCI has not helped me address breaches of the principles of good practice
- the SCI has not helped me solve disputes for breaches of the principles of good practice with my business partners
- I fear and/or have experienced retaliation
- other

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**Conclusion**

**The information you provide will remain confidential. To help us ensure the proper management of the survey and eliminate potential duplication, we thank you for providing us with the information below.**

**Company name (national operating company):**

**Country :**

- |                |            |                |
|----------------|------------|----------------|
| Austria        | Germany    | Netherlands    |
| Belgium        | Greece     | Poland         |
| Bulgaria       | Hungary    | Portugal       |
| Croatia        | Ireland    | Romania        |
| Cyprus         | Italy      | Slovakia       |
| Czech Republic | Latvia     | Slovenia       |
| Denmark        | Lithuania  | Spain          |
| Estonia        | Luxembourg | Sweden         |
| Finland        | Malta      | United Kingdom |
| France         |            |                |



## Conclusion

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# COMPLIANCE SURVEY OF THE SUPPLY CHAIN INITIATIVE - 2017

**Thank you very much for your time and support in gathering facts and figures regarding the implementation of the Supply Chain Initiative – Together for good trading practices.**

**If you have any question on the content of the survey, please send an email to [info@supplychaininitiative.eu](mailto:info@supplychaininitiative.eu)**

**If you have any technical issue, please contact [jose.arias@dedicated.be](mailto:jose.arias@dedicated.be)**

**Please check the "Validate" box and then click the "next" button**

Validate

